

235.53

Formula Warehouse Process

Introduction

There are times when a special WIC eligible formula is not available from a special purpose vendor in the local agency service area. In these situations, a specific process must be followed to obtain the formula for the participant. This process is called the Formula Warehouse Process.

Formula Warehouse Process

Step	Action
1	Contact your State WIC Nutrition Consultant who will help determine whether the product is available through the “Formula Warehouse” which is a specific WIC approved special purpose vendor.
2	Once determined that the product is available, the State WIC staff will contact the CPA. At that time, create the appropriate food package and issue the benefits to the eWIC card. The State office will generate an authorization code that the vendor will use to ensure payment. Be prepared to provide the State office staff with the participant’s FID, name and PAN. Note: If State WIC staff is not immediately available, benefits can be issued, however the participant must be instructed to not purchase the product until the State office contacts the local agency.
3	The State WIC office will contact the “Formula Warehouse” vendor to ensure the requested product is available and place the formula order. The State office will contact the CPA to inform them that the product has been ordered. Note: Document in the care plan the product has been ordered and when it is expected to arrive.
4	The “Formula Warehouse” vendor will order the formula and will ship it directly to the local agency.
5	Once the local agency receives the formula, the product should be inspected to ensure that the correct formula has been delivered, to ensure the product is not expired, and to ensure the packaging/containers have not been opened and/or tampered with.
6	Notify the participant that the formula is ready to be picked up at the local agency or local agency clinic location. Note: The local agency must ensure the formula is stored in a safe and secured manner until the participant picks up the formula.
6	Once the participant picks up the formula, document in the care plan the participant has received the formula.

Formula Warehouse Process, Continued

Formula Changes

Notify your nutrition consultant if the participant is no longer in need of the ordered formula.

